

# Administrative Review Committee Basics

## Portland Water Bureau and Bureau of Environmental Services

### What ARC is

ARC is a public meeting that gives customers a chance to be heard if their billing issue can't be resolved with staff. ARC meetings are held once a month, if needed (sometimes there are no disputes to be resolved). Each meeting is 2-3 hours long.

### Who's involved

ARC is made up of:

- One Water Bureau employee
- One BES employee
- One PUB member, for a neutral perspective. The bureaus give the PUB member an overview of the process before their first meeting.
- One Water Bureau employee who presents the case to the committee

### How it works

1. The bureaus make every effort to resolve issues before they reach the point of needing ARC review.
2. The bureaus provide materials about the case before the meeting; members review these materials.
3. The meeting starts with a public comment period in which attendees can hold the floor for up to two minutes.
4. The customer has 15 minutes to present what happened. Typical cases might involve:
  - Usage/leak adjustment requests
  - Billing adjustment disputes
  - Estimated bills
  - Late fees or penalty charges
5. ARC representatives deliberate publicly and make a decision. The decision is binding for the bureaus, but the customer may appeal to the Code Hearing Officer.
6. The meeting notice, agenda, and minutes are posted to the City's website.

### How many cases ARC has heard so far

- 2017: 29 cases
- 2018: 17 cases
- 2019 so far (through July): 5 cases